



Quality Policy

PK Construction (Lincs) Ltd recognise that business success depends upon the quality of the service the company provides to each of its customers. The company must satisfy the needs of each customer by providing a service which meets their individual requirements in order to achieve success. The business must maintain a reputation for the delivery of a knowledgeable, skilled, reliable and quality service; not only with customers and employees but also the wider business community, competitors, suppliers and the general public at the locations in which it operates.

It is the companies aim to have the services of PK Construction (Lincs) Ltd accepted, by all interested parties, as a leading provider of civil engineering, construction and associated services in our locality. To be known as a company which operates in a reliable and safe manner, adheres to regulations, whilst providing excellent service, quality and value.

PK Construction accepts that to achieve these aims it must provide services that meet or exceed the Customers agreed requirements, in a safe, responsive and sustainable way.

It is a business strategy and expectation that repeat business will be secured from existing customers. In order to enhance future customer service, feedback will be sought from customers and any issues or complaints tracked, resolved and reviewed. Through a central 'Corrective Action Tracker' the company will record, monitor and review business issues and the steps taken to resolve the issue.

Pivotal to delivering the desired high standards is trained and motivated employees, so the company will invest and encourages the development of all employee's skills.

Employees will be customer focused, self evaluate their own work, and strive to complete tasks 'Right First Time'.

The company will seek to build strong working relationships throughout the business, with empowered teams who are responsible for their output.

The Company's Quality Policy will be reviewed annually by the Directors, in order to ensure that the policy remains relevant and suitable for the business.

The Quality Policy will be used as a tool to set specific Quality Objectives. Both these documents form key parts of the Quality Management System.

The effectiveness and continued suitability of the Company's overall Quality Management System will be monitored and audited internally and assessed at Management Review Meetings.

Review of the Quality Management System will help to ensure that continuous improvement is achieved and that the business develops.

The requirements of this system are mandatory for all employees and no unauthorised alterations or deviations are permitted.

Roles and responsibilities

The Directors have ultimate responsibility for the Quality Policy, the setting of Quality Objectives and overseeing the operation of the Quality Management System. They have appointed Rebecca Easy as the Quality System Administrator and Lorraine Gaughan as the Internal Audit Manager.



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Andy Knowles – Director

12 January 2018

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Dated